



# Polycom® SoundPoint® IP 550

Cutting-edge SIP feature set meets Polycom HD Voice™

**HDvoice**



## Revolutionary sound quality and advanced features in a four-line SIP phone

Introducing the SoundPoint IP 550 desktop phone, a four-line SIP phone that delivers calls of unprecedented richness and clarity and supports a comprehensive range of cutting-edge features.

### Unparalleled Sound Quality

The SoundPoint IP 550 desktop phone features Polycom's revolutionary HD Voice™ technology, which brings life-like richness and clarity to every call.<sup>1,5</sup> Polycom HD Voice technology incorporates wideband audio for over twice the voice clarity; Polycom's patented Acoustic Clarity Technology for crystal-clear, noise- and echo-free sound, plus best-in-class system design for high-fidelity, faithful voice reproduction.

### Comprehensive, Cutting-Edge Feature Set<sup>1</sup>

The SoundPoint IP 550 desktop phone delivers advanced features and capabilities, such as shared call/ bridged line appearance, busy lamp field (BLF), presence, text messaging, and buddy lists. The SoundPoint IP 550 phone also boasts an integrated XHTML micro-browser that allows users to take advantage of productivity-enhancing Web-based applications. Add the support of four lines, a backlit, high-resolution, easy-to-read graphical display and flexible customizations options, and it becomes clear why the SoundPoint IP 550 is certain to meet the voice communication needs of the most demanding managers and professionals.

### Efficient Installation and Provisioning

The SoundPoint IP 550 desktop phone is engineered to make installation, configuration, and upgrades as simple and efficient as possible. The phone's built-in IEEE 802.3af PoE circuitry and a dual-port Ethernet switch enable flexible deployment options and savings on cabling expenses. The SoundPoint IP 550 phone supports remote, zero-touch provisioning and upgrades from a variety of servers, including FTP, TFTP, HTTP<sup>3</sup>, or HTTPS<sup>3</sup>. To ensure reliable, uninterrupted performance, the phone supports boot<sup>4</sup> and call server redundancy.

### Broad Interoperability

The SoundPoint IP 550 desktop phone has been tested and certified to deliver comprehensive interoperability and extensive feature support with leading SIP-based call control platforms by BroadSoft, Sylantro, Interactive Intelligence/Vonexus, Digium, and other Polycom Technology and Interoperability Partners<sup>2</sup>. The phone also interoperates with Microsoft® Live Communications Server (LCS) 2005 for telephony and presence. Therefore, whether the SoundPoint IP 550 phone is deployed in conjunction with an IP PBX or a hosted VoIP service, you can rely on it to deliver on its promise of outstanding sound quality and industry-leading SIP feature set.

 **POLYCOM®**  
TOGETHER, GREAT THINGS HAPPEN.

VideoVoiceDataWeb

# Polycom SoundPoint IP 550

## Make Great Things Happen with Polycom SoundPoint IP 550 Desktop Phone

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity – over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with the Polycom SoundPoint IP 550 desktop phone.

### SPECIFICATIONS

#### Lines (Directory Numbers)

- Up to 4 lines with up to 2 concurrent calls per line

#### Display

- 320 x 160-pixel backlit grayscale graphical LCD
- White LED backlight with custom intensity control

#### Feature Keys

- 4 context-sensitive "soft" keys
- 26 dedicated "hard" keys
  - 4 line keys with bi-color (red/green) LED
  - 8 feature keys
  - 6 display/menu navigation keys
  - 2 volume control keys
  - Illuminated mute key
  - Illuminated headset key
  - Illuminated hands-free speakerphone key
  - Dedicated hold key

#### Headset Compatibility

- Dedicated RJ-9 headset port
  - Amplified headsets are recommended

#### Hearing Aid Compatibility

- Compliant with ADA Section 508 Recommendations: Subpart B 1194.23 (all)
- Hearing Aid Compatible (HAC) handset for magnetic coupling to approved HAC hearing aids
- Compatible with commercially-available TTY adapter equipment

#### Audio Features

- Polycom HD Voice technology delivers life-like voice quality for each audio path - the handset, the hands-free speakerphone, and the optional headset<sup>1,5</sup>
- Full-duplex hands-free speakerphone
  - Type 1 compliant with IEEE 1329 full duplex standards
- Frequency response - 100Hz - 7kHz for handset, optional headset and hands-free speakerphone modes
- Codecs: G.722 (wideband), G.711 µ/A, and G.729A (Annex B)
- Individual volume settings with visual feedback for each audio path
- Voice activity detection
- Comfort noise fill
- DTMF tone generation / DTMF event RTP payload
- Low-delay audio packet transmission
- Adaptive jitter buffers
- Packet loss concealment
- Acoustic echo cancellation
- Background noise suppression

#### Call Handling Features<sup>1</sup>

- Shared call / bridged line appearance
- Flexible line appearance (one or more line keys can be assigned for each line extension)
- Busy Lamp Field (BLF)
- Distinctive incoming call treatment / call waiting
- Call timer
- Call transfer, hold, divert (forward), pickup
- Called, calling, connected party information
- Local three-way conferencing
- One-touch speed dial, redial
- Call waiting
- Remote missed call notification
- Intercom
- Automatic off-hook call placement
- Do not disturb function

#### Other Features

- Interoperability with Microsoft LCS 2005 for telephony and presence<sup>1</sup>
- Local feature-rich GUI
- Time and date display
- User-configurable contact directory and call history (missed, placed, and received)
- Customizable call progress tones
- Wave file support for call progress tones
- Unicode UTF-8 character support. Multilingual user interface encompassing Chinese, Danish, Dutch, English (Canada / US / UK), French, German, Italian, Japanese, Korean, Norwegian, Portuguese, Russian, Spanish, Swedish

#### Protocol Support

- IETF SIP (RFC 3261 and companion RFCs)

#### Network and Provisioning

- Two-port 10/100 Mbps Ethernet switch
- Manual or dynamic host configuration protocol (DHCP) network setup
- Time and date synchronization using SNTP
- FTP / TFTP / HTTP<sup>3</sup> / HTTPS<sup>3</sup> server-based central provisioning for mass deployments
- Provisioning<sup>4</sup> and call server redundancy supported
- Web portal for individual unit configuration
- QoS Support – IEEE 802.1p/Q tagging (VLAN), Layer 3 TOS, and DSCP
- Network Address Translation (NAT) – support for static configuration and "Keep-Alive" SIP signalling
- RTCP support (RFC 1889)
- Event logging
- Syslog
- Local digit map
- Hardware diagnostics
- Status and statistics reporting

#### Security

- Transport Layer Security (TLS)<sup>4</sup>
- Encrypted configuration files<sup>4</sup>
- Digest authentication
- Password login
- Support for URL syntax with password for boot server address
- HTTPS secure provisioning<sup>3</sup>
- Support for signed software executables<sup>3</sup>

#### Power

- Built-in, auto-sensing IEEE 802.3af Power over Ethernet
- External Universal input AC adapter (included; 24V DC @ 500mA min.)

#### Approvals

- FCC Part 15 (CFR 47) Class B
- ICES-003 Class B
- EN55022 Class B
- CISPR22 Class B
- AS/NZS CISPR 22 Class B
- VCCI Class B
- EN55024
- EN61000-3-2; EN61000-3-3
- ROHS compliant
- Anatel
- GOST
- C-tick
- CCC

#### Safety

- CE Mark
- EN 60950-1
- IEC 60950-1
- AS/NZS 60950-1
- UL/C-UL

#### Operating Conditions

- Temperature: +10 to 40°C (+50 to 104°F)
- Relative Humidity: 20% to 85%, non-condensing

#### Storage Temperature

- 40 to +70°C (-40 to +160°F)

#### SoundPoint IP 550 Comes With:

- SoundPoint IP 550 console
- Handset with handset cord
- Base stand
- Network (LAN) cable
- Universal power adapter (including country-specific cord kit)
- Quick Start Guide
- Product registration card

#### Size

- 10.5 in x 6 in x 7.5 in x 2.5 in  
(26.5 cm x 15 cm x 19 cm x 6.5 cm) (W x H x D x T)

#### Weight

- Phone weight: 2.75 lb (1.26 kg)

#### Part Numbers / UPC Codes

- 2200-12550-001 / 610807526773 for NA, CALA, Taiwan
- 2200-12550-002 / 610807526766 for Japan
- 2200-12550-012 / 610807526759 for Australia, New Zealand
- 2200-12550-015 / 610807526742 for UK, Ireland, HK, Singapore, Malaysia
- 2200-12550-016 / 610807526902 for Korea
- 2200-12550-022 / 610807526919 for China
- 2200-12550-122 / 610807526735 for Europe, India, Rest of the World

#### Unit Box Dimensions / Weight

- 12.5 in x 13.25 in x 3.5 in
- 2045 g

#### Master Carton Quantity

- Five

#### Country of Origin

- Thailand

#### Warranty

- 1 year

<sup>1</sup> Some of these features need to be supported by an appropriate call / applications server.

<sup>2</sup> Please visit <http://www.polycom.com/techpartners.htm> for a list of supported platforms.

<sup>3</sup> Requires BootROM version 3.2.x or higher.

<sup>4</sup> Requires SIP version 2.0.x or higher.

<sup>5</sup> In some calling scenarios, such as IP to PSTN, Polycom HD Voice will not be available and the call will progress in narrowband instead.

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